



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Comcast Phone of Illinois, LLC
CIMCO, a division of Comcast Business Services
Comcast Digital Phone

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	8.80	9.70	9.10	9.20
B. Operator Answer Time - Information [730.510(a)(1)]	8.80	9.70	9.10	9.20
C. Repair Office Answer Time [730.510(b)(1)]	28.00	27.00	32.00	29.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	28.00	27.00	32.00	29.00
E. Percent of Service Installations [730.540(a)]	88.00% *	96.00%	91.00%	92.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	50.00% *	50.00% *	67.00% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	5.00	5.00	10.00 *	6.67 *
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Comcast Phone of Illinois, LLC
CIMCO, a division of Comcast Business Services
Comcast Digital Phone